

VOLUNTEER POSITION DESCRIPTION
SOUTH DAKOTA NATIONAL GUARD
FAMILY READINESS PROGRAM
-TELEPHONE TREE CHAIR PERSON-
Revised: 4/2013

I. Description. The telephone tree chair person is a statutory volunteer serving in an official capacity in direct support of the Service Member & Family Support – Family Readiness Program. The Chairperson works in concert with the FRG Lead Volunteer to ensure the FRG's Phone Tree is created, maintained, and tested.

For further guidance/support contact Family Readiness at 605-737-6089/737-6310/357-2970 or email at ng.sd.sdarnq.list.frsa@mail.mil

II. Chain of Command/Concern. Accountable to your Unit Commander or Rear Detachment, FRG Lead Volunteer, and Higher Headquarters.

III. Qualifications Sought.

- A. Good organizational and people skills
- B. Excellent telephone / communication skills
- C. Concern and empathy for others; calm under stress, positive attitude
- D. Maintains confidentiality and privacy
- E. Willing and able to take appropriate training for the position and update periodically
- F. Complete volunteer application process

IV. Major Responsibilities. Creates the unit telephone tree from the service member Family information forms (SDNG 600-12-11) completed by the service members:

- A. Files completed phone tree in the unit commander's Family Readiness binder and verifies completion with your Family Readiness Support Assistant.
- B. Ensures each service member has one contact on the phone tree as indicated on their Family information form (SDNG 600-12-11).
- C. Recruits Phone Tree Key Callers and ensures they have proper training.
- D. Ensures phone tree key callers have calling cards (if needed) provided by the State Family Readiness Office.
- E. Updates phone tree with new unit Families and any changes found when making calls, removes those who leave the unit.
- F. Forwards calling script created by Lead Volunteer to key callers **via email**.
- G. Fields calls from phone tree key callers with questions.
- H. Keeps a log of calls made and received and their results.
- I. Reports any problems, concerns or questions reported from phone tree key callers from Family members to the FRG Lead Volunteer.
- J. Ensures necessary follow up is completed for those Families requesting information or requiring assistance.